

Warranty Information

Warranty Communication

Subject: New Audi Warranty Parts Portal & Training

U.S., Puerto Rico Dealers

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This document conveys General Information from Audi Warranty
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This Communication is sent on behalf of the Audi Warranty Parts Return Center

You asked for a single location to access all warranty parts information and we listened!

Along with the Audi Academy, we are pleased to announce the December launch of a new Audi Warranty Parts Portal (WPP) - your "one-stop shop" web-based application for all warranty parts business needs.

Highlights:

- Interactive application for warranty parts disposition, shipping, retention, scrapping, and core returns
- Enhanced visibility for warranty parts returns
- Real-time tracking from the time parts leave the dealership until final inspection results are received from the Warranty Parts Return Center
- All communication relating to your parts return will happen quickly and more efficiently through this application

WPP Training:

In conjunction with the portal launch, the Audi Academy is developing a web-based training (WBT) with detailed instructional modules and tutorials. This on-line course will be accessible through the CRC and will arm users with the knowledge and skills they need to hit the ground running!

Stay tuned to the Audi Academy for more details regarding training and course availability. Estimated Portal and Training Launch Date: December 2015.

For questions or concerns, contact Audi Warranty at 866.677.2834 or email Audiwprc@audi.com.